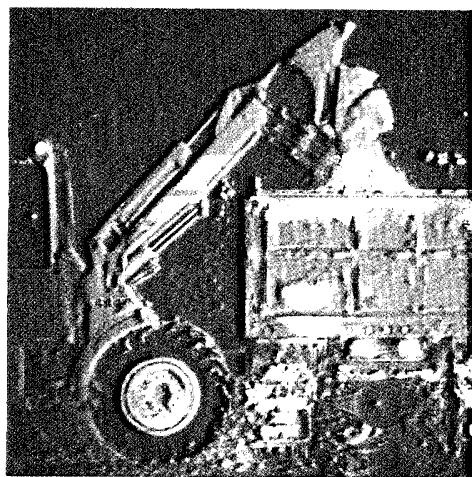
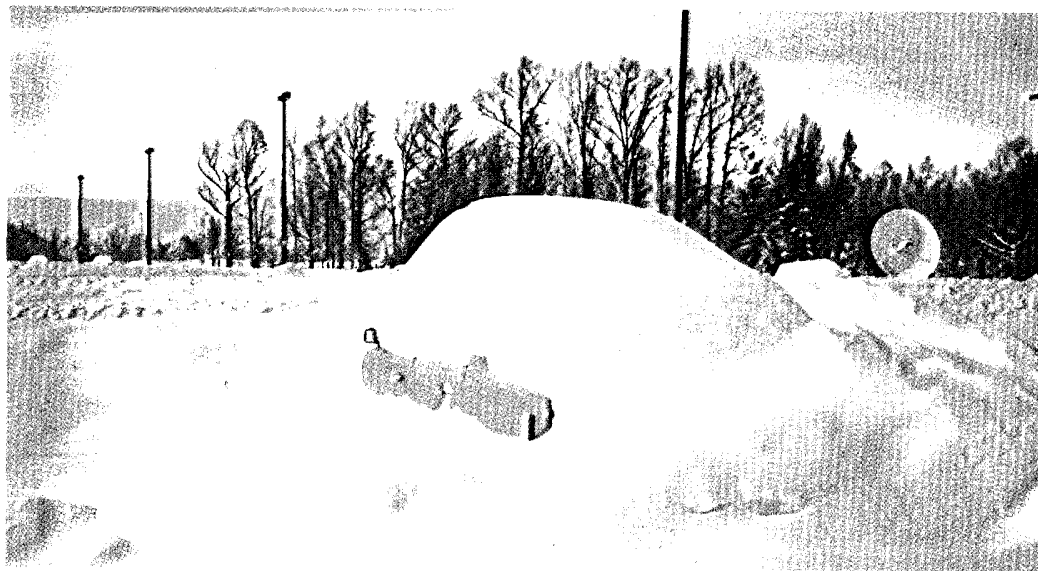


## IT'S TEAMWORK THAT MAKES THE DIFFERENCE



**OL/FMD**  
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The Washington Post on the 26th of January in one of its lead articles wrote, "The second major snowstorm in four days blanketed the Washington area yesterday, burying roads anew, snarling traffic and spoiling Super Sunday parties. . ."

Unfortunately, those were not the only problems caused by the storms. Can you imagine what it would be like to be faced with the job of clearing   parking spaces covered in 14 inches of snow to then find out that only three days later that you have another 14 inches of snow and the job to do all over again? Well, that was the situation which faced the Facilities Management Division and the joint work force from Ogden Allied.

Fortunately for FMD, new snow removal equipment had been purchased in the fall and the snow removal plan had been tuned to include a provision for late workers to park in the new garage so that the parking lots would be empty and the plows could

work on them. But still never in our wildest dreams did we anticipate christening the new equipment and snow removal plan with back-to-back snowstorms.

As you remember, the Federal Work Force was dismissed by 1030 on Thursday, 22 January in the midst of near blizzard conditions. Unfortunately for Agency employees the local highways were already jammed with traffic and although they had been dismissed, some employees were unable to get off the Headquarters compound. A large number of employees made the effort to leave, only to return to the building saying that traffic conditions were impossible.

The traffic tieups on the compound presented to FMD the classic "good news—bad news" dilemma. The bad news was that the tieups delayed our snow removal efforts. The good news was that teamwork and cooperation began to show up all over the place. People from Ogden Allied pitched in by helping





employees dig their cars out and on their part, the employees who were stuck here resigned themselves to their fate and cooperated with the Allied and FMD employees in the spirit of the effort.

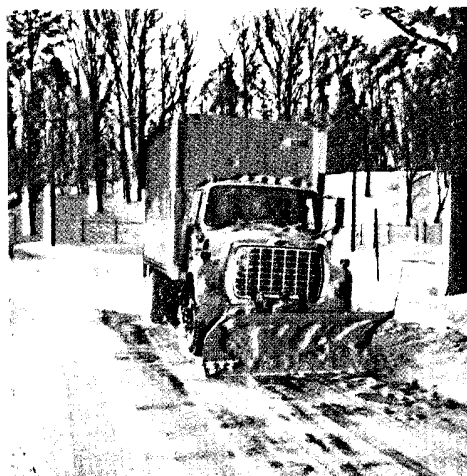
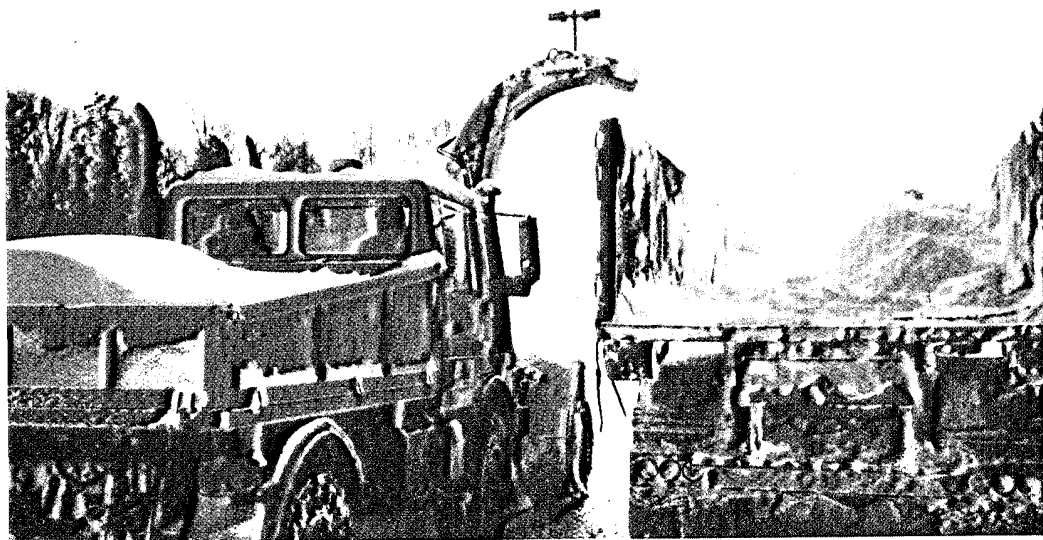
It was apparent that we were going to have to house and feed a very large number of people in the building overnight. Arrangements were made to provide cots, blankets, sheets, pillows and food to those who requested them. By midnight, assistance had been provided to over 600 people. Although it was after midnight before we finally finished delivering cots and covers, everyone was understanding, grateful and very pleasant.

Earlier in the day, while the snow removal effort was going on, employees of Guest Services Incorporated (GSI) willingly stayed past their dismissal hour to serve lunch for all the people stranded in the building. It was not until after 4:00 p.m. that we were able to get a bus to take them downtown. A small

group of people also stayed behind in the Executive Dining Room and were able to provide limited food service for some of the senior personnel to work through the dinner hour. Teamwork and cooperation continued to show up.

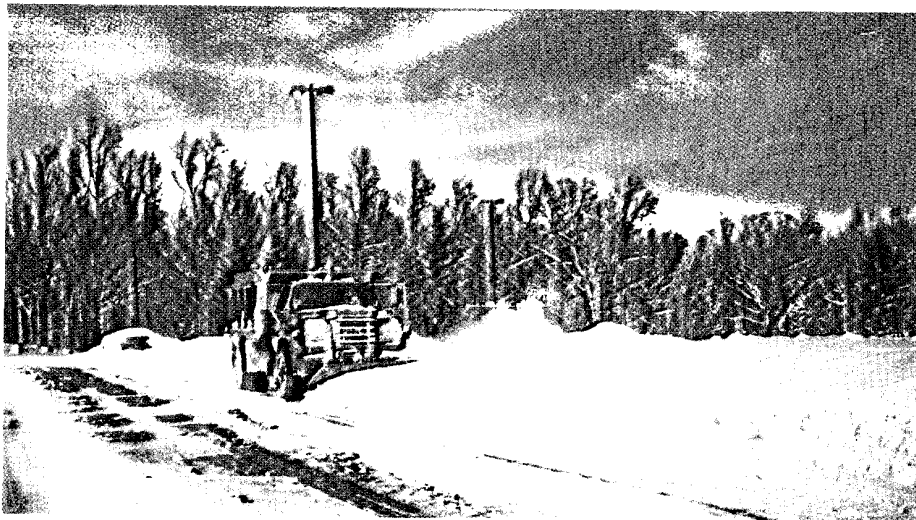
Transportation presented another great challenge. Most of our shuttle buses and vans were caught in the traffic jams on the highways and were unable to get back to the Headquarters compound as scheduled. On top of that, four of our vehicles were involved in minor accidents. We are happy to report there were no injuries but this further delayed their returns.

The Motor Pool has a limited number of four-wheel drive vehicles which were used to support the Director and his senior staff on a priority basis. Requests for transportation assistance far exceeded our capabilities yet we were still able to provide some limited assistance in the most pressing cases such as picking up DI briefers, providing transportation to





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visiting applicants, and to a handicapped employee. Most of the driver crews worked through the entire weekend only to be faced with the other storm which started on Sunday.

The FMD Emergency Center was in operation 24 hours per day during the snow emergency, but we were extremely fortunate when the decision was made to close Federal offices. As a result of the decision, we were able to concentrate all of our efforts on snow removal.

One of the biggest aids in snow removal was the willingness of employees to heed the notices and signs and park in the parking garage so that the snow removal equipment could have full access to the parking lots. O.K., there were a few employees who chose to disregard both the notices posted at the 123 Entrance and the instructions from the Security Protective Officers (SPO's) and parked right in the middle of the snow removal operations. A few were towed in order to avoid hitting them with a snow plow. It's not these few we want to thank, however, but all the others who were so helpful and patient during a trying situation.

As a result of the cooperation of the many, and through both snow storms, the Headquarters compound was in better condition than any of the

surrounding areas maintained by the county and/or State offices and equipment.

One last problem bears mentioning. As if the snow emergency wasn't enough, on Monday, 26 January an employee from the Office of Communications was trapped in an elevator for one and a half hours before the Otis Elevator Company mechanics were able to get here and release him. This individual who remained calm and understanding during the entire wait deserves a vote of thanks for his understanding. Our thanks also to those Allied personnel providing limited emergency service on the elevator when it became necessary to call them in from their snow plows. All in all, still another example of excellent teamwork resulting in the job getting done.

At FMD, we have received a large number of congratulations concerning our efforts during tough conditions. We would like to point out that the success would not have been possible without the team spirit displayed by those who were victims of the snow (or elevator) and the outstanding efforts of the employees, snow removal team and the elevator repair crews.

**TEAMWORK MAKES A DIFFERENCE -  
THE DIFFERENCE IS SUCCESS**

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